

Abstract of the Disclosure

A merchandise return system includes a merchandise-return information resource serving a plurality of distributed point-of-return associates and another plurality of remote merchandisers. The resource provides a processing system that is linked with communication devices of the point-of-return associates by a communications medium, and which processes requests for merchandise-return information on merchandise presented to the point-of-return associates. The resource further provides a serving device for serving responsive communications to the communication devices of the requesting point-of-return associates. These responsive communications include either a positive or negative return decision and, in cases of positive return decisions, further comprise return fulfillment instructions.